Information Services Board Meeting Minutes - Revised
Department of Information Services Boardroom, The Forum Building
Olympia, Washington
July 28, 1999

Members Present:
Charlie Baum
Emilio Cantu
Jim Coolican
Joe Dear
Clare Donahue
Jayasri Guha
Ed Lazowska
Marsha Tadano Long
Cathy Wolfe

Others Present:
Paul Taylor

Members Absent:
William Finkbeiner
Tom Fitzsimmons
Earl Heister
Mary McQueen

Call to Order

Mr. Joe Dear, Information Services Board (ISB) Chair, called the meeting to order.

Roll Call

Sufficient members were present to constitute a quorum.

Approval of Minutes

The minutes from the May 20,1999, ISB meeting were approved.

Year 2000 Report

Mr. Lance Calisch, Senior Technology Management Consultant, Department of Information Services (DIS) introduced Mr. Barry Rau, President of Sterling Associates. Mr. Rau provided the Board with a briefing on the status of the state of Washington's Year 2000 readiness.

First, Mr. Rau explained the background of the Year 2000 Program. In 1994 DIS commissioned a white paper to the Board that explored the Year 2000 issues. The initial strategy consisted of three phases that included raising the awareness about the issues, creating an assessment program to analyze the various computer systems, and providing a method to help state agencies determine costs and processes to solve problems created by the Year 2000. In 1995 DIS established a Year 2000 Program Office to provide statewide coordination of the efforts. In 1996 the Board set direction by establishing a policy to

ensure that systems were date-field compliant and certified by agency directors. In 1997 a Risk Management Program was started and the Executive Steering Committee was formed by a group of agency Deputy Directors to provide additional direction required for the program. In 1998 the Department of General Administration (GA) recognized that embedded technologies would be affected by the Year 2000 and formed a program office to assess the vital services with embedded chips such as ferries, heating and cooling systems, and bridges. To compliment the efforts, the Governor established a statewide Year 2000 Office, headed by Mr. Chris Hedrick, to provide information to the public about the issues. Another milestone in 1998 was the appropriation of funds by the Legislature to finance the activities required to fix or replace systems that would fail as a result of the date change.

Mr. Rau described the Risk Management Program's two basic components: the Mission Critical Application Systems, managed by DIS, and Vital Services, managed by GA. (The approach for risk management was patterned after the United States General Accounting Office Yellow Book auditing standards to ensure the credibility and reliability of the process and establish criteria with which to evaluate readiness and compliance.) Nine independent information technology consulting firms worked with over 40 state agencies to assess systems and make over 650 recommendations. The reporting tool used a traffic light color scheme to indicate progress towards compliance: green indicating compliance, yellow indicating some cause for concern, and red indicating a major concern. The color blue indicated the system was completely certified.

A June 30, 1999 report indicated that 96 percent of the 106 Mission Critical Systems were certified. Of those not certified, 9.4 percent were low risk and 8.5 percent were high risk. Of 1169 systems inventoried, 424 were identified as critical to the agencies achieving their statutory mission. Out of the 424 systems, 409 were compliant by June 30, 1999. Those that didn't make the deadline either missed a milestone or had dependencies on a vendor. Monthly monitoring has been used on those systems that are behind schedule.

For the embedded technologies or Vital Services it was reported that 65.1 percent of the 84 high risk

projects had sent in completion letters to the Executive Steering Committee. The agencies have concentrated on contingency planning to deal with failures.

The goals of the Year 2000 effort were to have no disruption of vital public services and have no loss of accountability for public resources. It has been the most extensive information technology effort in the state's history, costing over 80 million dollars. The state of Washington has emerged as a national leader in the Year 2000 management effort and was recognized for providing credible and useful information to its citizens in innovative ways over the Internet.

The state has exercised due diligence to prevent problems, but there is still potential for unanticipated issues. To the best of the state's ability, systems have been tested, evaluated, and had independent reviews. A communication strategy was developed to communicate to the public in case any event has effects that impact the public at the time of the date rollover.

Mr. Dear said the most important aspect would be to manage public expectations through truthful and candid communication. He thanked everyone for their effort.

WSP Radio Interoperability Issues

Ms. Lourdes Collins, Senior Technology Management Consultant, DIS, introduced Chief Annette Sandberg of the Washington State Patrol (WSP) to initiate a discussion of interoperability issues related to radio communications. Ms. Collins said that, as technology evolves and aging radio systems get replaced with their digital successors, a coordinated effort would be necessary to ensure interoperability of formerly discrete systems.

Chief Sandberg provided an update of two other projects prior to her presentation on the radio issues. On July 26, 1999, NEC Technologies Incorporated (NEC) delivered the equipment to the DIS Data Center for the Automated Fingerprint Identification System (AFIS). It will be fully operational at the end of August. The 11 remote sites in local law enforcement agencies would be operational in 60 days. King County will be using the WSP/DIS AFIS since its current AFIS is not Year 2000 compliant.

On the second matter, Chief Sandberg circulated a copy of a letter to IKON Business Solutions (IKON), the vendor for the Collision Reporting and Statistical History (CRASH) system notifying them their contract was terminated. WSP will be meeting with IKON to discuss damages for their contract default. Senator Cantu requested the WSP submit a written plan for a long-term business solution at the next Board meeting.

Chief Sandberg offered members of the Board a Department of Justice videotape that provides a synopsis of the problems associated with radio Interoperability. As Chief of the WSP, she serves two roles: one as head of the Field Operations and Fire Protection Bureau, and second as the Chair for the Emergency Management Council. There are many agencies that must communicate in the event of a major disaster. Her dual role requires coordination of efforts from fire departments, Department of Natural Resources, Department of Transportation, local law enforcement and local emergency managers. All of these agencies operate on different radio frequencies, using different equipment.

The Federal Communication Commission (FCC) has allocated frequency spectrum for wireless communication by categorizing users by types of services, and the groups divide the blocks. Law enforcement, fire, and emergency management are in different blocks. The FCC plans to narrow the frequency channels in these blocks, requiring a change in operating procedures and equipment.

The Canadian government must approve all frequencies below 400 megahertz north of the "A Line", which is an imaginary line from Auburn, Washington, across to Brewster, Washington, and then east along the 48th parallel.

Chief Sandberg said the 1998 Joint Legislative Audit and Review Committee recommended the Legislature consider funding a statewide law enforcement communications inter-operability plan. The Chief suggested that the state needs a public safety interoperability plan, including the fire and emergency managers with law enforcement and transportation. She requested the Justice Information Council (JIC) begin to look at how the different agencies can improve communication to increase public safety and

establishment of standards for radio interoperability. WSP and other agencies will need to replace aging equipment and the replacements should be interoperable.

A motion was made to refer the radio interoperability issue to the JIC for the development of recommendations to be considered by the Board.

The motion carried unanimously.

Department of Labor and Industries Funding of Information Technology Projects

Ms. Collins introduced Mr. Gary Moore, Director, Department of Labor and Industries (L&I) to present the results of their request for legislative funding of information technology (IT) initiatives.

Mr. Moore said the department learned some beneficial lessons about early involvement with the Board regarding budget requests for IT initiatives. They discovered that involvement forced them to ensure alignment of initiatives with strategic business needs of the agency. They came to the Board in September 1998 with two feasibility studies and upgrades in their systems. They learned that this helped them to properly develop their plans. They also benefited with early involvement with their DIS Senior Technology Management Consultant.

L&I's IT package was so significant that the House Appropriations Committee held a hearing about it. Because of their on-going planning, the committee members viewed L&I's IT planning processes favorably. The agency requested 22 million dollars and received all but 348 thousand dollars. Mr. Moore confirmed the process of early ISB involvement worked well for L&I.

Intergovernmental Network

Mr. Calish introduced Mr. Michael McVicker, Assistant Director, DIS Telecommunications Services Division to provide an overview and current status of the Intergovernmental Network (IGN).

Mr. McVicker said the backbone network was established across a basic structure of seven node sites located in the major centers of population in the state of Washington. The nodes are connected with leased lines from the three major telecommunications providers in the state. The DIS statewide network provides a single, standards-based, redundant network that cost effectively meets the needs of many agencies.

The first IGN application, Information Project for Public Health Officials, connected county health organizations with the Department of Health and the Internet. Connectivity to the Internet enabled health organizations to access Federal Centers of Disease Control and other health related resources.

The success of the IGN is due to the efforts of the DIS Customer Advisory Board and its subcommittee representing state and local government. To date DIS has deployed the IGN and established a point of presence in 37 of 39 counties in the state. Pend Orielle County and Asotin County have not established a connection. In addition, dozens of cities have established a connection to the IGN. Two major projects involve the Administrator for the Courts, which provides access to the Justice Information System to 100 state courts and the WSP migration of law enforcement connections to the IGN from an obsolete legacy network. The network has been deployed with security measures to protect it from inappropriate access.

DIS has been approached by the Washington Association of Cities and Counties to explore further expansion to add additional cities and counties. DIS will conduct a feasibility study.

Department of Transportation Light Lanes Project

Ms. Collins introduced Mr. Sid Morrison, Secretary, Department of Transportation (DOT), to brief the Board on the agreement between the agency and Denver-based Universal Communications Network (UCN) to install telecommunications conduit in its limited access rights-of-way as part of the Light Lanes initiative.

Secretary Morrison said that more than twenty years ago DOT began to apply technology to transportation at the direction of the federal government. Washington is considered one of the leading states for the Intelligent Transportation System (ITS) applications. The driving force behind Light Lanes is ITS. ITS programs have been proven to increase safety through improved transportation efficiency.

In late 1998 DOT issued a Request for Proposal (RFP) to enhance the state's telecommunications infrastructure, expand local telecommunication access including under-served rural areas, increase competition for telecommunication services and

expand and enhance DOT's telecommunication infrastructure for the ITS application. Two vendors responded with offers, MFS Network Technologies and UCN. UCN was chosen and an agreement with them was signed on July 19, 1999. The term of the contract will be 25 years with an optional 15-year extension. The agreement allows UCN to install telecommunication conduit in the DOT rights-of-way. The commercial network will have a dedicated Washington State DOT component and will run the length of Interstate 5 (I-5) north-south, part of it is on I-405, east-west on I-90 and then in the southwest on I-82.

Part of the compensation for the contract is a dedicated cable of 48 strands of fiber for its use, four of which will be used to connect the agency's regional office.

Members of the Board expressed the sentiment that the state's right-of-way assets should be used to encourage telecommunications competition and the availability of advanced telecommunications services to citizens, businesses, and public agencies throughout the state. Members of the Board raised the concern that the agreement might not be in the overall best interests of the state from this viewpoint. Members of the Board also urged that the 18th Amendment not be construed unnecessarily narrowly by DOT or others, in ways that are contrary to the best interests of a robust telecommunications infrastructure in the state.

Dr. Ed Lazowska expressed particular concern over the DOT decision to give the use of the rights-of-way for development of a telecommunications network along Interstate 5 (I-5) and Interstate 90 (I-90) to a single, relatively unknown vendor. He was also concerned that the agreement did not appear to anticipate larger statewide benefits that extended beyond narrow transportation purposes but may not violate the 18th Amendment. He said the state needed to take an integrated approach to the use of vital public assets such as interstate corridors in promoting economic development and the deployment of advanced telecommunications infrastructure.

DOT has agreed that in the future it would bring back to the Board, as appropriate, considerations for use for the remaining 44 strands.

Overview of the Digital Government Project

Mr. Paul Taylor, Deputy Director, DIS, introduced Ms. Laura Parma, Assistant Director, DIS Interactive Technologies. At the request of Chairman Dear, they provided an overview of the Digital Government Project.

Ms. Parma provided some statistics that indicate the pervasive growth of the use of the Internet to conduct commercial activities such as buying goods and services and conducting government business electronically. It is estimated that in the year 2001-2002, 330 billion dollars worth of retail business will be conducted over the Internet.

There are opportunities for cost savings here, and one example she explained was to buy an airline ticket in the traditional manner costs about eight dollars per ticket compared to one dollar over the Internet.

DIS is looking into four key components of digital government to take advantage of the savings for people who do business transactions with state government. The first is the idea of the portal, also known on the Internet as a storefront. A portal allows a citizen to come to one place to transact business without knowing what agency to contact. The state currently has a portal in place. Access Washington was officially launched by Governor Locke in November 1998. The next generation of the portal will introduce customization, or the delivery of personalized services to the citizen.

The second general element is trust — how does a citizen know the information used in the transaction, for example, a credit card number, is secured? DIS has commissioned an extensive review and planning process to establish an Internet Security Architecture to ensure secure transactions. DIS had also released a comprehensive RFP to establish a certification authority service for the state to meet its need for digital signatures.

In addition, work is underway to establish the state's approach to electronic payments, including, but not limited to credit cards, electronic checks, and Internet bill presentment.

DIS will propose a laboratory environment be established to understand both the technical and business issues and allow agencies to work together

and accelerate moving forward with the implementation of digital government that is “built once.”

Mr. Taylor emphasized the importance of non-proliferation of electronic commerce infrastructure and the opportunities for efficiencies through coordinated and integrated efforts in this area. The board was invited to attend a working session to explore the policy issues that will emerge from a digital government.

He provided the members with copies of 1999 Information Technology Performance Report that memorialized the state's progress to date, and outlined some of the opportunities and challenges as Washington continues to transition to digital government.

Geographic Information Council

Chairman Dear deferred the Geographic Information Council to the October meeting.

New Business

None.

Adjournment

The meeting was adjourned.